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For Discussion Purposes Only

#	Measure Name	Report Structure
<i>Pre-Ordering / Ordering</i>		
1	Average Response Time For OSS Pre-Order Interfaces	CO
2	Percent Responses Received within “X” seconds – OSS Interfaces	CO
3	EASE Average Response Time	NR
4	OSS Interface Availability	S
5	Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours	S
6	Average Time To Return FOC	S
7	Percent Mechanized Completions Returned Within one hour of Completion in <u>Ordering System</u>	CO
7.1	Percent Mechanized Completions Returned Within one Day Of Work Completion	S
8	Average Time to Return Mechanized Completions	S
9	Percent Rejects	S
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in <u>Mortel</u>	S
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of <u>Order</u>	CO
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours	CO
10.3	Percent Manual Rejects Received Manually and Returned Within 5 Hours	CO
11	Mean Time to Return Mechanized Rejects	CO
11.1	Mean Time to Return Manual Rejects that are Received <u>via an Interface</u>	CO
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process	CO
12	Mechanized Provisioning Accuracy	CO
13	Order Process Percent Flow Through	CO
<i>Billing</i>		
14	Billing Accuracy	CO
15	Percent of Accurate and Complete Formatted Mechanized Bills	S
16	Percent of Usage Records Transmitted Correctly	S
17	Billing Completeness	CO
18	Billing Timeliness (Wholesale Bill)	S
19	Daily Usage Feed Timeliness	CO
20	Unbillable Usage	S
<i>Miscellaneous Administrative</i>		
21	Local Service Center (LSC) Average Speed Of Answer	CO
22	Local Service Center (LSC) Grade Of Service (GOS)	CO
23	Percent Busy in the Local Service Center (LSC)	CO
24	Local Operations Center (LOC) Average Speed Of Answer	CO
25	Local Operations Center (LOC) Grade Of Service (GOS)	CO
26	Percent Busy in the Local Operations Center (LOC)	CO
<i>Provisioning – Resale POTS</i>		
27	Mean Installation Interval	S
28	Percent Installations Completed Within “X” Business Days (POTS)	S
29	Percent Ameritech Caused Missed Due Dates	S
30	Percent Company Missed Due Dates Due To Lack Of Facilities	S
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	S
32	Average Delay Days For Ameritech Caused Missed Due Dates.	S
33	Percent Ameritech Caused Missed Due Dates > 30 days	S
34	Count of Orders Canceled After the Due Date Which Were Caused by Ameritech	S
35	Percent Trouble Report Within 10 Days (I-10) of Installation	S

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#	Measure Name	Report Structure
36	Percent No Access (Service Orders With No Access)	S
37	Trouble Report Rate	S
38	Percent Missed Repair Commitments	S
39	Receipt To Clear Duration	S
40	Percent Out Of Service (OOS) < 24 Hours	S
41	Percent Repeat Reports	S
42	Percent No Access (Percent of Trouble Reports with No Access)	S
<i>Provisioning – Resale Specials & UNE Loop And Port Combinations</i>		
43	Average Installation Interval	S
44	Percent Installations Completed Within 20 Calendar Days	S
45	Percent Ameritech Caused Missed Due Dates	S
46	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	S
47	Percent Missed Due Dates Due To Lack Of Facilities	S
48	Delay Days for Missed Due Dates Due to Lack Of Facilities	S
49	Delay Days For Ameritech Caused Missed Due Dates	S
50	Percent Ameritech Caused Missed Due Dates > 30 days	S
51	Count of Orders Canceled After the Due Date That Were Caused by Ameritech	S
<i>Maintenance - Resale Specials & UNE Loop And Port Combinations</i>		
52	Mean Time To Restore	S
53	Percent Repeat Reports	S
54	Failure Frequency	S
<i>Provisioning - Unbundled Network Elements</i>		
55	Average Installation Interval	S
55.1	Average Installation Interval - DSL	S
56	Percent Installations Completed Within “X” Days	S
57	Average Response Time for Loop Make-Up Information	S
58	Percent Ameritech Caused Missed Due Dates	S
59	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	S
60	Percent Missed Due Dates Due To Lack Of Facilities	S
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	S
62	Average Delay Days For Ameritech Caused Missed Due Dates	S
63	Percent Ameritech Caused Missed Due Dates > 30 days	S
64	Count of Orders Canceled After the Due Date Which Were Caused by Ameritech – UNE – Provisioning	S
<i>Maintenance - Unbundled Network Elements</i>		
65	Trouble Report Rate	S
66	Percent Missed Repair Commitments	S
67	Mean Time To Restore	S
68	Percent Out Of Service (OOS) < “X” Hours	S
69	Percent Repeat Reports	S
<i>Interconnection Trunks</i>		
70*	Percentage of Trunk Blockage	S
71	Common Transport Trunk Blockage	S
72	Distribution Of Common Transport Trunk Groups > 2%.	S
73	Percentage Missed Due Dates – Interconnection Trunks	S
74	Average Delay Days For Missed Due Dates – Interconnection Trunks	S

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#	Measure Name	Report Structure
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	S
76	Average Trunk Restoration Interval – Interconnection Trunks	S
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	S
78	Average Interconnection Trunk Installation Interval	S
<i>Directory Assistance & Operator Services</i>		
79	Directory Assistance Grade Of Service	S
80	Directory Assistance Average Speed Of Answer	S
81	Operator Services Grade Of Service	S
82	Operator Services Speed Of Answer	S
83	Percentage of Calls Abandoned	S
84	Percentage of Calls Deflected	S
85	Average Work Time	S
86	Non-Call Busy Work Volumes	S
<i>Interim Number Portability</i>		
87	Percentage Installation Completed Within “X” (3, 7, 10) Days	S
88	Average INP Installation Interval	S
89	Percentage INP Only I-Reports Within 30 Days	S
90	Percentage Missed Due Dates (INP Only)	S
<i>Local Number Portability</i>		
91	Percentage of LNP Only Due Dates within Industry Guidelines	S
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	S
93	Percentage of Customer Account Restructured Prior to LNP Due Date	S
94	Percentage FOCs Received Within “X” Hours	S
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes.	S
96	Percentage Pre-mature Disconnects for LNP Orders	S
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	
98	Percentage LNP I-Reports in 10 Days	
99	Average Delay Days for Ameritech Missed Due Dates	
100	Average Time of Out of Service for LNP Conversions	
101	Percent Out of Service < 60 minutes	
<i>911</i>		
102	Average Time To Clear Errors	S
103	Percent Accuracy for 911 Database Updates	S
104	Average Time Required to Update 911 Database (Facility Based Providers)	S
<i>Poles, Conduit & Right of Way</i>		
105	Percentage of requests processed within 35 Days	
106	Average Days Required to Process a Request	
<i>Collocation</i>		
107	Percentage Missed Collocation Due Dates	
108	Average Delay Days for Ameritech Missed Due Dates	
109	Percent of Requests Processed Within the Tariffed Timelines	
<i>Directory Assistance Database</i>		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
111	Average Update Interval for DA Database for Facility Based CLECs	
112	Percentage DA Database Accuracy For Manual Updates	

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#	Measure Name	Report Structure
113	Percentage of Electronic Updates that Flow Through the process Without Manual Intervention	
<i>Coordinated Conversions</i>		
114	Percentage of Premature Disconnects (Coordinated Cutovers)	
115	Percentage of Ameritech caused delayed Coordinated Cutovers	
116	Percentage of Missed Mechanized INP Conversions	
<i>NXX</i>		
117	Percent NXXs loaded and tested prior to the effective date	
118	Average Delay Days for NXX Loading and Testing	
119	Mean Time to Repair	
<i>Bona Fide Request Process (BFRs)</i>		
120	Percentage of Requests Processed Within 30 Business Days	
121	<u>Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days</u>	

* Updates to the Ameritech Customized User Guide for these 121 Performance Measurements have been made for measures 1 through 69, therefore the Reporting Status for measures 70 through 121 has not been listed.

Reference:

CO = Ameritech will be reporting this measure on an Ameritech Company basis, across all five states.
S = Ameritech will be reporting this measure on a state specific basis.
NR = Ameritech is not required to report on this measure.

PERFORMANCE MEASUREMENTS

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement	
Average Response Time For OSS Pre-Order Interfaces	
Definition:	
The average response time in seconds from the Ameritech side of the <u>ECN</u> and return for the pre-order interfaces (by function).	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is at the Ameritech side of the ECN. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday).	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Address Verification • Request For Telephone Number • Request For Customer Service Record (CSR) • Service Availability - Offered via the Internet • Service Appointment Scheduling (Due Date) – <u>Reported in “Dispatch Required” as these functions are combined by Ameritech</u> • Dispatch Required – <u>Ameritech combines “Service Appointment Scheduling” and “Dispatch Required” functions known as “Due Date Selection”</u> • PIC - Offered via the internet 	
Calculation:	Report Structure:
$\frac{\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$	Reported on a CLEC and all CLECs basis <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	

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Measurement	EDI/ <u>Internet</u>	
Address Verification	4.7 seconds	
Request For Telephone Number	4.5 seconds	
Request For Customer Service Record (CSR)	6.6 seconds	
Service Availability	6.6 seconds	
Service Appointment Scheduling (Due Date)	<u>Refer to Dispatch Required</u>	
Dispatch Required	12.6 seconds	
PIC	28.0 seconds	

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2. Measurement			
Percent Responses Received within “X” seconds – OSS Interfaces			
Definition:			
The percent of responses completed in “x” seconds for pre-order interfaces (by function.			
Exclusions:			
See Measurement No. 1			
Business Rules:			
See Measurement No. 1			
Levels of Disaggregation:			
See Measurement No. 1			
Calculation:		Report Structure:	
(# of responses within each time interval ÷ total responses) * 100		Reported on a company basis. . <u>Reported on an Ameritech Company basis.</u>	
Measurement Type:			
Tier 1 – Low Tier 2 – Medium			
Benchmark:			
Measurement		EDI/ <u>Internet</u>	
Address Verification		90% in 8.0 seconds 95% in 12.0 seconds	
Request For Telephone Number		90% in 7.0 seconds 95% in 9.5 seconds	
Request For Customer Service Record (CSR)		90% in 8.0 seconds 95% in 13.0 seconds	
Service Availability		90% in 12.0 seconds 95% in 16.0 seconds	
Service Appointment Scheduling (Due Date)		Reported in “Dispatch Required”	

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Dispatch Required		90% in 15.0 seconds 95% in 25.0 seconds	
PIC		90% in 39 seconds 95% in 60 seconds	

3. Measurement
EASE Average Response Time
Definition:
Average screen to screen response from the Ameritech side of the Remote Access Facility (RAF) and return.
Exclusions:
None

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Business Rules:	
<p>The response time for a query is measured from the point in time when the CLEC customer service agent submits the query for information through a function key option on their keyboard into the OSS until the time when the OSS releases the information to the CLEC customer service agent by unlocking the keyboard for a new transaction. Response time is a combination of Network time, Host time and Fastern time. Response time is accumulated for each query consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period.</p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\sum[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$	Reported for all CLECs and Ameritech by division name (CPU platform).
Measurement Type:	
Tier 1 — None Tier 2 — None	
Benchmark:	
Parity	
Notes:	
<u>This measure is not technically feasible to implement as Ameritech does not have a system equivalent to EASE.</u>	

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4. Measurement	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is available compared to scheduled availability.	
Exclusions:	
None	
Business Rules:	
<p>The total “number of hours functionality to be available” is the cumulative number of hours (by date and time on a 24 hour clock) over which Ameritech plans to offer and support CLEC access to Ameritech’s operational support systems (OSS) functionality during the reporting period. “Hours Functionality is Available” is the actual number of hours, during scheduled available time, that the Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the “Percent system availability” measure. Ameritech will not schedule normal maintenance during business hours <u>as posted on the web</u>.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • <u>Preordering</u> • <u>EDI</u> • <u>ASR</u> • <u>EBTA</u> 	
Calculation:	Report Structure:
$\frac{[(\text{Hours functionality is available during the scheduled available hours}) \div \text{Scheduled system available hours}]}{100}$	Reported on an aggregate CLEC basis by interface, e.g., EDI.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
99.5%. The critical Z allowance does not apply on this measurement only.	

5. Measurement:

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Percent Firm Order Confirmations (FOCs) Returned Within “X” Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) orders.
- Ameritech only Disconnect orders. Retail
- Orders involving major projects mutually agreed upon by CLECs and Ameritech.

Business Rules:

• Manually Submitted or Processed:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, hours posted on the internet excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a loop request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 8:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time.

Electronically Submitted and Processed:

FOC business rules are established to reflect the electronic interface normal hours of operation, hours posted on the internet, excluding holidays and Sundays. For electronically originated orders, the start date and time is the receive date and time that is automatically populated by the interface () with the system date and time once all ordering edits are satisfied and the service order has a distribution date and time . The end date and time is recorded by the interface and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation.

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Fax Requests

Manual service order requests are those initiated by the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax.

Levels of Disaggregation:

Manually Submitted or Processed:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 24 Hours

Electronically Submitted and Processed:

- Simple Res. And Bus. < 5 Hours Interface hours only
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 5 Hours Interface hours only
- UNE Loop (> 50 Loops) < 48 Hours
- Switch Ports < 5 Hours

Calculation:

(# FOCs returned within “x” hours ÷
total FOCs sent) * 100

Report Structure:

Reported for CLEC and all CLECs.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

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6. Measurement:	
Average Time To Return FOC	
Definition:	
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.	
Exclusions:	
<ul style="list-style-type: none">• Rejected Orders.• Ameritech only Disconnect orders. <u>Retail</u>• Orders involving major projects.	
Business Rules:	
See Measurement No. 5.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• All Res. And Bus.• Complex Business (1-200 Lines)• Complex Business (>200 Lines)• UNE Loop (1-49 Loops)• UNE Loop (> 50 Loops)• Switch Ports	
<u>The levels of disaggregation are not benchmarks, simply disaggregations.</u>	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of FOC}) - (\text{Date and Time of Order Acknowledgment})]/(\# \text{ of FOCs})$	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
No Benchmark	

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7. Measurement	
Percent Mechanized Completions Returned Within one hour of Completion in <u>Ordering Systems</u>	
Definition:	
Percent mechanized completions returned within one hour for EDI.	
Exclusions:	
None	
Business Rules:	
<p>The elapsed time for an <u>order</u> is calculated based on the time of the last service order, which establishes service, being completed in <u>the ordering system</u> to the actual time <u>MOR</u> receives notification and <u>the completion</u> is sent to the(CLEC). For example, if a multi-line <u>orders</u> has 10 lines, the stop time would be when the last of the 10 orders is completed in <u>the ordering system</u>.</p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# mechanized completions returned to CLEC within 1 hour of completion in the <u>ordering system</u> ÷ total mechanized completions) * 100	Reported for CLEC and all CLECs <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

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7.1 Measurement	
Percent Mechanized Completions Returned Within one Day Of Work Completion	
Definition:	
Percent Mechanized Completions Returned Within one Day.	
Exclusions:	
None	
Business Rules:	
Days are calculated by subtracting the date the <u>completion notification</u> was returned to the CLEC minus the <u>work</u> completion date. <u>Calculated based on calendar days only.</u>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC and all CLECs
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97%	

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8. Measurement	
Average Time to Return Mechanized Completions	
Definition:	
Average time required to return a mechanized completion.	
Exclusions:	
See Measurement No. 7	
Business Rules:	
See Measurement No. 7	
Levels of Disaggregation:	
See Measurement No. 7	
Calculation:	Report Structure:
$\Sigma[(\text{Date and Time of Notice Of Completion Issued to the CLEC}) - (\text{Date and Time of Work Completion})] \div \text{Total Mechanized Completions}$	Reported on CLEC and all CLECs
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
No Benchmark	

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9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for the electronic interfaces	
Exclusions:	
None	
Business Rules:	
<p>A reject is anything that is received <u>electronically</u> that does not pass edit checks or other edits prior to the order being distributed and is returned electronically to the CLEC.</p> <p><u>This measure includes all products in the measure that go through an electronic interface.</u></p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{(\# \text{ of rejects } \div \text{ total unique orders and supplements for electronic interfaces }) *}{100}$	Reported on CLEC and all CLECs for the electronic interfaces.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Measurement is diagnostic. No benchmark required.	

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10. Measurement	
Percent Mechanized Rejects Returned within 1 hour of receipt of reject in <u>MORTEL</u>	
Definition:	
Percent mechanized rejects returned within one hour of the receipt of the reject in <u>MOR</u> .	
Exclusions:	
None	
Business Rules:	
The start time used is the date and time the reject is available to <u>MOR</u> ; and the end time is the date and time the reject notice is <u>sent</u> to the CLEC. A mechanized reject is any reject returned electronically to the CLEC via <u>EDI</u> or <u>EDI-to-Fax</u> .	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# mechanized rejects <u>sent</u> within 1 hour ÷ total <u>mechanized</u> rejects) * 100	Reported for CLEC and all CLECs for the electronic interfaces.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in <u>MOR</u>	

10.1 Measurement:

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Percent Mechanized Rejects Returned within One Hour of receipt of <u>Order</u>	
Definition:	
Percentage of mechanized rejects returned within one hour of the receipt of <u>order</u> from CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • None 	
Business Rules:	
The start time is the time the <u>order</u> is received in the LSC and the end time is the date and time the reject notice <u>sent</u> to the CLEC. A mechanized reject is any reject returned electronically to the CLEC via – <u>EDI or EDItoFax</u> .	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • (None) 	
Calculation:	Report Structure:
(# mechanized rejects <u>sent</u> within 1 hour of receipt of <u>orders</u> ÷ total mechanized rejects) * 100	Reported for CLEC and all CLECs For the electronic interfaces <u>Reported on an Ameritech Company basis</u> .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement 10.	

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10.2 Measurement:	
Percent Manual Rejects Received Electronically and Returned Within Five Hours	
Definition:	
Percentage of manual rejects <u>of orders</u> received electronically <u>where the reject notification is sent</u> within five hours of the receipt of <u>the order</u> from <u>the CLEC</u> . A “manual reject” is any reject that results from the manual processing of an order.	
Exclusions:	
<ul style="list-style-type: none"> Manual rejects received through manual process (fax) 	
Business Rules:	
The start time is the time the <u>order</u> is <u>electronically</u> received <u>and logged into the ordering system</u> . The end time is the date and time the reject notice is <u>sent</u> back to the CLEC. A manual reject is a reject of an <u>electronic order</u> .	
Levels of Disaggregation:	
<ul style="list-style-type: none"> By State 	
Calculation:	Report Structure:
(# <u>for electronic orders</u> manual rejects returned within 5 hours of receipt of LSR ÷ total electronic manual rejects) * 100	Reported for CLEC and all CLECs. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 Hours.	

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10.3 Measurement:	
Percent Manual Rejects Received Manually and Returned Within 5 Hours	
Definition:	
Percentage of manual rejects <u>for orders</u> received manually and returned to the CLEC within 5 hours.	
Exclusions:	
<ul style="list-style-type: none">Manual rejects <u>for orders</u> received electronically.	
Business Rules:	
The start time is the time the manual <u>order</u> is received in the LSC via fax, and the end time is the date and time the reject notice <u>sent</u> back to the CLEC via <u>EDI-to-Fax</u> .	
Levels of Disaggregation:	
<ul style="list-style-type: none">None	
Calculation:	Report Structure:
(# manual rejects returned within 5 hours of receipt of <u>manual orders</u> ÷ total manual rejects) * 100	Reported for CLEC and all CLECs. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 hours.	

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11. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
<u>none</u>	
Business Rules:	
See Measurement No. 10.	
Levels of Disaggregation:	
See Measurement No. 10.	
Calculation:	Report Structure:
$\frac{\Sigma[(\text{Date and Time of } \underline{\text{reject returned}}) - (\text{Date and Time of Order } \underline{\text{receipt}})]}{(\# \text{ of } \underline{\text{orders and supplements mechanically Rejected}})}$	Reported on CLEC and all CLECs for the electronic interfaces). <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 10	

11.1 Measurement:

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Mean Time to Return Manual Rejects that are Received <u>via an Electronic Interface</u>	
Definition:	
Average time to return manual rejects received electronically via <u>an electronic interface</u> , measuring receipt to return	
Exclusions:	
<ul style="list-style-type: none"> • See Measurement 10.2 	
Business Rules:	
See Measurement 10.2.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • none 	
Calculation:	Report Structure:
{ $\Sigma(\text{date and time reject sent} - \text{receipt date and time reject returned of order}) \div \text{total electronically received manually rejected orders}$ }	Reported for CLEC and all CLECs. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

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11.2 Measurement:	
Mean Time to Return Manual Rejects that are Received thru the Manual Process	
Definition:	
Average time to return manual rejects received thru the manual process, <u>(fax) measuring</u> receipt to return.	
Exclusions:	
<ul style="list-style-type: none"> See Measurement 10.3 	
Business Rules:	
See Measurement 10.3	
Levels of Disaggregation:	
<ul style="list-style-type: none"> <u>None</u> 	
Calculation:	Report Structure:
{ Σ (return to CLEC of manually <u>received</u> rejects – receipt of manually received reject) \div total manually received rejects }	Reported for CLEC and all CLECs. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

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12. Measurement	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered	
Exclusions:	
None	
Business Rules:	
This measurement compares the features ordered on a mechanized order.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(# of orders completed as ordered ÷ total orders) * 100	Reported by <u>all</u> CLEC, CLECs and Ameritech. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – Low Tier 2 – Low	
Benchmark:	
Parity	
Notes:	

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13. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders from <u>receipt</u> to distribution that progress <u>mechanically</u> through to Ameritech <u>provisioning</u> systems.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders both electronically generated and rejected if error is caused by CLEC. <u>Excludes manually received orders</u> 	
Business Rules:	
<p>The number of eligible orders, that flow through Ameritech's ordering systems without manual intervention, divided by the total number of <u>eligible</u> electronically generated orders within the reporting period. Manually rejected or manually intervened orders that are electronically generated shall be considered failed pass-through until such time a measurement is established to capture manually rejected orders that are generated mechanically. Orders that fall out after <u>receipt</u>, <u>but are not</u> rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.</p> <p><u>This measure is based on orders designed to flow through.</u></p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> UNE loops Resale UNE Combos <u>(LNP, ULS, ULT, and other) are aggregated</u> 	
Calculation:	Report Structure:
(# of orders that flow through ÷ total <u>eligible</u> electronic orders) * 100	Reported by <u>all</u> CLEC, CLECs and Ameritech. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity	

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Billing

14. Measurement	
Billing Accuracy	
Definition:	
Ameritech performs three bill audits to ensure the accuracy of the bills rendered to its customers: <u>ACIS/AEBS</u> , CABS and toll/usage.	
Exclusions:	
Non-recurring charges are not part of the audit	
Business Rules:	
The purpose of the Bill Audit is to review and recalculate each service billed <u>in each of the five states</u> . Wholesale accounts are included in each processing center for every billing period. In <u>eachbill</u> audit, a sample of customer accounts is selected. The purpose of this audit is to ensure that monthly bills sent to the CLECs, whether it is for resale or unbundled services, and retail customers are rated accurately according to the <u>billing tables</u> . For all accounts that are audited, the number of bills that have been released prior to correction (bills are audited for accurate calculations) are counted as an error against the total bills audited.	
Levels of Disaggregation:	
CLEC and non-CLEC – <u>Wholesale and non-Wholesale</u>	
<ul style="list-style-type: none"> • <u>ACIS/AEBS Bill Audit</u> • <u>Toll/Usage Audit</u> • <u>CABS Bill Audit</u> 	
Calculation:	Report Structure:
(# of bill <u>elements</u> not corrected prior to bill release ÷ total <u>number of bill elements</u> audited) * 100	Reported for aggregate of all CLECs and Ameritech for the ACIS/AEBS, CABS and Usage bill audits. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	

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15. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized AEBS process and the <u>paper bills</u> that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
Billing accuracy is based upon <u>many</u> three factors <u>including</u> : totaling, formatting, <u>content</u> , and syntax.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• None	
Calculation:	Report Structure:
(Count of accurate and complete formatted bills via ÷ total # of bills) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
99%	

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16. Measurement:	
Percent of Usage Records Transmitted Correctly	
Definition:	
The percent of usage records transmitted correctly on the Daily Usage extract feed.	
Exclusions:	
None	
Business Rules:	
Controls and edits within the billing system uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage record data and the cycle date (when the bill was sent out) are used in the calculation of this measurement. <u>Retransmissions due to Ameritech caused errors are counted in this measure.</u>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of usage record <u>files</u> transmitted correctly ÷ total usage record <u>files</u> transmitted) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95%	

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17. Measurement
Billing Completeness
Definition:
Percent of service orders completed <u>in the provisioning system</u> within the billing cycle that post in the ACIS or CABS billing systems prior to the customer's bill period.
Exclusions:
Access Service Orders billed through CABS.
Business Rules:
<p>The Billing Completeness Measure includes all orders. includes copies of all posted service orders for both the ACIS and CABS. includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows:</p> <ol style="list-style-type: none">1. Determine the Bill Date, Completion Date, and Post Date for any order that has an OCN number regardless of order type.2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date.3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar.4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date, and Post Date of the service order to determine if order is on-time or late:<ul style="list-style-type: none">• If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late.• Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time.• In all other cases, the order is late.• <p>The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLECs, and for all retail service orders. The CLEC orders for both ACIS and CABS are defined as all service orders that include the . The retail orders are all ACIS orders that do not include an.</p>
Levels of Disaggregation:
CLEC and non-CLEC

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Calculation:	Report Structure:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported for CLEC, all CLECs and Ameritech. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Retail.	

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18. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the <u>ABES</u> billing date (<u>end of billing period</u>) to the time it is sent or transmitted (made available) <u>via ABES</u> to the CLECs.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measure counts the number of workdays between the bill day and transmission date for each bill.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of bills transmitted on time ÷ total number of bills released) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
95% within 6 th workday.	

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19. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The measure uses the actual EMI usage records that are sent to the CLECs. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of usage records transmitted on time ÷ total number of usage records) * 100	Reported for CLEC and all CLECs. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within 6 th workday	

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20. Measurement	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
None	
Business Rules:	
For CRIS billing, the total dollars for A.M.A/ written off is divided by the total ACIS A.M.A/ billing. For CABS, the total CABS uncollectible dollars is divided by total CABS billing. The end of the month cycle date is used as the start/stop time for the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Total unbillable usage ÷ total billed usage) * 100	Reported for the aggregate of Ameritech and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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Miscellaneous Administrative

21. Measurement	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are posted on the internet for the LSC.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• <u>Resale</u>• <u>UNE</u>	
Calculation:	Report Structure:
Total queue time ÷ total <u>number of</u> calls <u>answered</u>	Reported for all calls to the LSC and Ameritech. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech	

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22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
<ul style="list-style-type: none">• <u>Resale</u>• <u>UNE</u>	
Calculation:	Report Structure:
Total number of calls answered by the LSC within a specified period of time ÷ Total number of calls answered	Reported for all calls to the LSC and Ameritech. <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with Ameritech	

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23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
See Measurement No. <u>21</u>	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
See Measurement No. 21	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for all <u>calls to the LSC for all CLECs and Ameritech. Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech	

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24. Measurement	
Local Operations Center (LOC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when the customer enters the queue and the clock stops when the Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are posted on the internet for the LOC.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • <u>Resale</u> • <u>UNE</u> 	
Calculation:	Report Structure:
Total queue time ÷ total <u>number of</u> calls <u>answered</u>	Reported for all calls to the LOC for all CLECs and Ameritech. <u>Reported</u> <u>on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech	

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25. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within a specified period of time.	
Exclusions:	
See Measurement No. 24	
Business Rules:	
See Measurement No. 24 – Calls answered within 20 seconds.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • <u>Resale</u> • <u>UNE</u> 	
Calculation:	Report Structure:
Total number of calls answered by the LOC within a specified period of time ÷ total number of calls answered by the LOC	Reported for all calls to the LOC <u>for all CLECs and Ameritech</u> (Repair Bureau). <u>Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with Ameritech	

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26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 24	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for all <u>calls to the LOC for CLECs and Ameritech. Reported on an Ameritech Company basis.</u>
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech	
Notes	
Will always be 0%	

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY Ameritech

Provisioning

27. Measurement	
Mean Installation Interval	
Definition:	
Average business days from application date to completion date.	
Exclusions:	
<ul style="list-style-type: none">• Excludes customer-caused misses.• Field Work orders – excludes customer requested due dates greater than 5 business days.• No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day.• Excludes all orders except N, T, and C orders.• Excludes Weekends and Holidays.	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date, which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are <u>closed</u>. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then [(Completion – Next Business Day) + 1]. UNE Combos are reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none">• Field Work (FW)• No Field Work (NFW)• Business class of service• Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none">• Field Work (FW)• No Field Work (NFW)	
Calculation:	Report Structure:
$[\Sigma(\text{completion date} - \text{application date})]/(\text{Total number of orders completed})$	Reported for CLEC, all CLECs and Ameritech.

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Measurement Type:
Tier 1 – High Tier 2 – High
Benchmark:
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types.)

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28. Measurement	
Percent Installations Completed Within “X” Business Days (POTS)	
Definition:	
Measure of orders completed within five business days for Field Work (FW) orders and three business days for No Field Work (NFW) orders, of application date.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses. • Field Work orders – excludes customer requested due dates greater than five business days. • No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day. • Excludes all orders except N, T, and C orders. • Excludes Weekends and Holidays. 	
Business Rules:	
<p>The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are <u>closed</u>. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then [(Completion – Next Business Day) + 1]. UNE Combos are <u>also</u> reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:

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FW: (Count of orders installed within 5 business days ÷ total number of orders) * 100 NFW: (Count of orders installed within 3 business days ÷ total number of orders) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)	

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29. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percent of N, T, and C orders where installation was not completed by the due date as a result of a Ameritech caused missed due date.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C. 	
Business Rules:	
The due date is the negotiated date by the customer and the Ameritech representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that Ameritech personnel complete the <u>service order activity</u> . UNE Combos are <u>also</u> reported at order level.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service UNE Combo <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of N, T, C orders not completed by the due date as a result of a Ameritech caused missed due date ÷ total number of orders) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).	

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30. Measurement	
Percent Company Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N, T, and C orders with missed committed due dates due to lack of facilities.	
Exclusions:	
Excludes orders that are not N, T, or C.	
Business Rules:	
<p>The lack of facilities is selected based on the missed reason code. The due date is the negotiated date by the customer and the Ameritech representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that Ameritech personnel complete the service order activity.</p> <p>UNE Combos are <u>also</u> reported at order level</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service • Residence class of service <p>POTS / UNE Combo</p> <ul style="list-style-type: none"> • > 30 calendar days • > 90 calendar days 	
Calculation:	Report Structure:
(Count of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100 (Calculated monthly based on posted orders)	Reported for CLEC, all CLECs and Ameritech .
Measurement Type:	
<p>Tier 1 – Low</p> <p>Tier 2 – None</p>	
Benchmark:	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, C order types).	

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31. Measurement	
Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C. Excludes No Field Work (NFW). 	
Business Rules:	
<p>The lack of facilities is based on the missed reason code. The due date is the negotiated date by the customer and the Ameritech representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that Ameritech personnel complete the service order activity.</p> <p>UNE Combos are <u>also</u> reported at order level.</p>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{due date})}{(\text{total \# of completed orders with a Ameritech caused missed due date due to lack of facilities})}$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, and C order types).	

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32. Measurement	
Average Delay Days For Ameritech Caused Missed Due Dates.	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
<ul style="list-style-type: none"> Excludes orders that are not N, T, or C. Excludes company delayed orders as a result of lack of facilities. 	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the Ameritech representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that Ameritech personnel complete the service order activity.</p> <p><u>UNE</u> Combos are <u>also</u> reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service <p>UNE Combo – None</p> <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{due date}) \div$ (total # of completed orders with a Ameritech caused missed due date)	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
<p>Tier 1 – Medium</p> <p>Tier 2 – None</p>	
Benchmark:	
<p>Resale POTS <u>Field Work</u> parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). <u>UNE</u> Combo <u>Field Work</u> Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)</p>	

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33. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percent of orders where installation was completed greater than 30 days following the due date.	
Exclusions:	
Excludes orders that are not N, T, or C.	
Business Rules:	
<p>The Due Date is the negotiated date by the customer and the Ameritech representative for service activation. CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that Ameritech personnel complete the service order activity.</p> <p>UNE Combos, are reported at order level.</p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service <p>UNE Combo</p> <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of orders completed greater than 30 calendar days following the due date ÷ total # of orders completed) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
<p>Tier 1 – Low</p> <p>Tier 2 – None</p>	
Benchmark:	
<p>Resale POTS <u>Field Work</u> parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).</p>	

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34. Measurement	
Count of Orders Canceled After the Due Date Which Were Caused by Ameritech	
Definition:	
The total number of orders that were canceled <u>by the CLEC</u> after the order became due. Only orders canceled with Ameritech missed codes are included.	
Exclusions:	
Customer delayed orders.	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service UNE Combos - None	
Calculation:	Report Structure:
The count of orders cancelled where Cancel Date is > Due Date	Reported for individual CLECs and the aggregate of all CLECs and Ameritech. Count is divided into 1-30 <u>days past due date</u> / 31-90 <u>days past due date</u> / > 90 <u>days past due date</u> .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. No benchmark required.	

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35. Measurement	
Percent Trouble Report Within 10 Days (I-10) of Installation	
Definition:	
Percent of N, T, C orders that receive a network customer trouble report within 10 calendar days of service order completion. <u>Per the 10/28/99 Texas user guide release, Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.</u>	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Excludes disposition code “13” reports (excludable reports) • Excludes reports caused by customer provided equipment (CPE) or wiring. • Excludes trouble report received on the due date before service order completion. 	
Business Rules:	
Includes reports received the day after Ameritech personnel complete the service order through 10 calendar days after completion.	
Levels of Disaggregation:	
N, T and C Orders POTS <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo <ul style="list-style-type: none"> • Field Work (FW) • No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported by CLEC, total CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

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Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)

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36. Measurement	
Percent No Access (Service Orders With No Access)	
Definition:	
Percent of Field Work (FW) orders with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> Excludes customer caused misses. (SL – customer requests later date, SO – other customer reasons, SR - customer not ready). Excludes all orders that are not N, T, or C. No Field Work. 	
Business Rules:	
Ameritech personnel set the “No Access” flag when access cannot be obtained to the customer’s premises. <u>Order must be Completed.</u>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of orders that are No Access ÷ Total Field Work orders	Reported for CLEC, total CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS <u>Field Work</u> parity compared to Ameritech Field Work (N, T, and C order types) . UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, and C order types).	

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Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none">• <u>Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.</u>• Excludes reports caused by customer provided equipment (CPE) or wiring.• Excludes all disposition “13” reports (excludable reports).	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked via WFA <u>or</u> LMOS. <u>Reports are counted in the month they are closed.</u>	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none">• Business class of service• Residence class of service UNE Combo - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines <u>in service</u> ÷ 100)]	Reported trouble reports by CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and business combined.	

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38. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> • <u>Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.</u> • <u>Excludes reports caused by customer provided equipment (CPE) or wiring.</u> • Excludes all disposition code “13” reports (excludable reports) 	
Business Rules:	
<p>The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that Ameritech personnel clear the repair activity and complete the trouble report. If this is after the commitment time, the report is flagged as a “Missed Commitment.” <u>Reports are counted in the month they are closed.</u></p>	
Levels of Disaggregation:	
<p>POTS</p> <ul style="list-style-type: none"> • Business class of service • Residence class of service • Dispatch • No Dispatch <p>UNE Combo</p> <ul style="list-style-type: none"> • Dispatch • No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
<p>Tier 1 – High</p> <p>Tier 2 – High</p>	
Benchmark:	
<p>POTS – Parity with Ameritech Retail.</p> <p>UNE Combo – Parity with Ameritech Residence <u>and business combined.</u></p>	

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39. Measurement	
Receipt To Clear Duration	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. <u>Excludes reports caused by customer provided equipment (CPE) or wiring.</u> Excludes disposition code “13” reports (excludable reports) 	
Business Rules:	
The clock starts on the date and time Ameritech receives a trouble report. The clock stops on the date and time that Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch Affecting Service Out of Service UNE Combo <ul style="list-style-type: none"> Dispatch No Dispatch Affecting Service Out of Service 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time Ameritech clears ticket}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported by CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

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POTS – Parity with Ameritech Retail.

UNE Combo – Parity with Ameritech Residence and business combined.

Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).

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40. Measurement	
Percent Out Of Service (OOS) < 24 Hours	
Definition:	
Percent of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports) Excludes Affecting Service reports. <u>Excludes reports caused by customer provided equipment (CPE) or wiring.</u> 	
Business Rules:	
Customer trouble reports are cleared within 24 hours when: <ul style="list-style-type: none"> The customer report is received Monday through Friday cleared within 24 hours. The customer report is received Saturday and cleared within 48 hours. The customer report is received Sunday and cleared before midnight Monday. Holidays are excluded. 	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
(Count of OOS trouble reports < 24 hours ÷ total number of OOS trouble reports) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence <u>and business combined.</u>	

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41. Measurement	
Percent Repeat Reports	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports) Excludes reports caused by customer provided equipment (CPE) or wiring. 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of customer trouble reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports) * 100	Reported by CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Residence <u>and business combined.</u>	

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42. Measurement	
Percent No Access (Percent of Trouble Reports with No Access)	
Definition:	
Percentage of dispatched customer trouble reports with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports) Excludes reports caused by customer provided equipment (CPE) or wiring. Excludes reports that are not dispatched. 	
Business Rules:	
Ameritech personnel set the “No Access” flag when access cannot be obtained at the customer’s premises.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
Count of trouble reports with a status of “No Access” to customer’s premises ÷ Total dispatched customer trouble reports	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence <u>and business combined.</u>	

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**RESALE SPECIALS AND UNE LOOP AND PORT
COMBINATIONS COMBINED BY Ameritech (EXCLUDES
“ACCESS” ORDERS)**

Provisioning

43. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders by item or circuit.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.• Excludes circuits that have a customer requested Due Date greater than 20 business days.• Excludes Weekends and Holidays.• <u>Excludes official company service from Retail.</u>• <u>Excludes orders with negotiated due dates, which Ameritech equates to projects.</u>	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale.• UNE Loop and Port - ISDN and other combinations.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of circuits completed})$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

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44. Measurement	
Percent Installations Completed Within 20 Calendar Days.	
Definition:	
Percent installations completed within 20 calendar days.	
Exclusions:	
See Measurement No. 43	
Business Rules:	
See Measurement No. 43	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
(Count of circuits installed within 20 calendar days ÷ total circuits) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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45. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • <u>Excludes official company service from Retail.</u> • <u>Excludes orders with negotiated due dates, which Ameritech equates to projects.</u> 	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by Ameritech for service activation. The Completion Date is the day that Ameritech personnel complete the service order activity. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
(Count of circuits with <u>Ameritech caused</u> missed due dates ÷ total number of circuits) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

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46. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.• Excludes trouble report received on the due date before service order completion.	
Business Rules:	
A trouble report is counted if it is flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
[Count of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits installed]* 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

47. Measurement

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For Discussion Purposes Only

Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.	
Business Rules:	
The lack of facilities is selected based on the missed reason code. The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• See Measurement No. 43• Reported for > 30 calendar days & > 90 calendar days.	
Calculation:	Report Structure:
(Count of circuits with missed committed due dates due to lack of facilities ÷ total circuits <u>installed</u>) * 100	Reported by CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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For Discussion Purposes Only

48. Measurement	
Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuits due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.	
Business Rules:	
The lack of facilities is based on the missed reason code. The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\# \text{ of completed circuits with Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs and Ameritech Retail.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. <u>For the UNE Combo Retail Comparison, AIT to report UNE Combos for Residential only since AIT does not offer UNE Combos to business customers as SBC does.</u>	

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49. Measurement	
Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed circuits.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of } \underline{\text{completed}} \text{ circuits with a Ameritech caused missed due date})$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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50. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percentage of circuits where installation was completed greater than 30 days following the due date, excluding customer caused misses.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks.• Excludes orders that are not N, T, or C.	
Business Rules:	
See Measurement No. 49	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
Count of circuits completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of <u>installed</u> circuits) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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For Discussion Purposes Only

51. Measurement	
Count of Orders Canceled After the Due Date That Were Caused by Ameritech	
Definition:	
The total number of orders that were cancelled by the CLEC after the order became due. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunk• Excludes orders that are not N, T, or C• Customer delayed orders	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• See Measurement No. 43.• The count will be divided into 1-30, 31-90 and > 90.	
Calculation:	Report Structure:
The count of orders cancelled where Cancel Date > Due Date	Reported for CLECs, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. No benchmark required.	

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For Discussion Purposes Only

Maintenance

52. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunk.• No Access Time.• Delayed Maintenance Time.•	
Business Rules:	
The start time is when the customer report is received and the stop time is when the <u>measured</u> report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

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53. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunk	
Business Rules:	
Includes <u>measured</u> customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

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54. Measurement	
Failure Frequency	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunks•	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked via WFA. <u>Measured</u> reports are counted in the month they <u>close</u> .	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total <u>in service</u> circuits ÷100)]	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

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For Discussion Purposes Only

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Excludes UNE Combos captured in the POTS or Specials measurements.• Exclude orders that are not N, T, or C.• Excludes customer requested due dates greater than “X” business days as set out in Measurement No. 56.• Excludes customer caused misses.• Excludes Weekends and Holidays.	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration).	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of items completed})$	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 56	

55.1. Measurement

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For Discussion Purposes Only

Average Installation Interval - DSL	
Definition:	
Average calendar days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.	
Exclusions:	
<ul style="list-style-type: none"> • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. 	
Business Rules:	
<p>The Application Date is the day that the customer authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from Ameritech engineering and this date will be the application date. If conditioning is required, Ameritech will reject the <u>order</u> back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the <u>order</u> to order the DSL, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.</p>	
Levels of Disaggregation:	
Loops requiring conditioning and loops requiring no conditioning.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div (\text{Total number of } \underline{\text{items}} \text{ completed})$	Reported for CLEC and all CLECs <u>and Ameritech.</u>
Benchmark:	
Parity with Ameritech	

56. Measurement

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Percent Installations Completed Within “X” Days	
Definition:	
Percent installations completed within “X” business days excluding customer caused misses and customer requested due date greater than “X” business days.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than “X” business days as set out below. • Excludes customer caused misses. 	
Business Rules:	
See Measurement No. 55.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	Report Structure:
Count of N, T, C orders installed within business “x” business days ÷ total N, T, C orders) * 100	Reported for CLEC and all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within “X” days <ul style="list-style-type: none"> • 2 Wire Analog and Digital and INP (1-10) – 3 Days • 2 Wire Analog and Digital and INP (11-20) – 7 Days • 2 Wire Analog and Digital and INP (20+) – 10 Days • • DS1 loop(includes PRI) – 3 Days • Switch Ports – Analog Port – 2 Days • Switch Ports – BRI Port (1-50) – 3 Days • Switch Ports – BRI Port (50+) – 5 Days • Switch Ports – PRI Port (1-20) – 5 Days • Switch Ports – PRI Port (20+) – 10 Days • DS1 Trunk Port (1 to 10) – 3 Days • DS1 Trunk Port (11 to 20) – 5 Days • DS1 Trunk Port (20+) – ICB • Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days • Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days • Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB 	

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57. Measurement	
Average Response Time for Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for ADSL.	
Exclusions:	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Levels of Disaggregation:	
ADSL or other DSL	
Calculation:	Report Structure:
$\Sigma(\text{Date and Time the Loop Qualification is made available to CLEC} - \text{Date and Time the CLEC request is received}) / \text{Total number of loop qualifications}$	<u>Reported for</u> CLEC, <u>all</u> CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity	

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58. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percentage of <u>items</u> where installations are not completed by the negotiated due date.	
Exclusions:	
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Excludes UNE Combos captured in the POTS or Specials measurements.• Exclude orders that are not N, T, or C.• Excludes customer caused misses.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. (<u>See benchmark</u>)	
Calculation:	Report Structure:
Count of UNEs with missed due dates excluding customer caused misses ÷ total number of <u>items</u>) *100	Reported for CLEC all CLECs and <u>Ameritech</u> .
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

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Parity:	Retail Comparison:
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Res/Bus and FW)
<u>The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.</u>	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops	DS1

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59. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	
Definition:	
Percentage of <u>items</u> that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes Non-measured reports (CPE, Interexchange, and Information reports). • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes trouble report received on the due date before service order completion. • Excludes orders that are not N, T, or C. 	
Business Rules:	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an add in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	Report Structure:
(Count of UNEs that receive a network customer trouble report within 30 calendar days of service order completion ÷ total items installed) * 100	Reported for CLEC all CLECs <u>and Ameritech.</u>
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement 58	

60. Measurement

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Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of <u>items</u> with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
Any completion date that is greater than the due date with a Ameritech lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. <u>(See Benchmark Measure #58)</u>	
Calculation:	Report Structure:
Count of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total <u>items installed</u> * 100	Reported by CLEC, all CLECs, and <u>Ameritech</u> Reported for > 30 calendar days & > 90 calendar days.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

61. Measurement

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Average Delay Days for Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed <u>items</u> orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The lack of facilities is selected based on the missed reason code. The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. (<u>See Benchmark Measure #58</u>) 	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed UNE due date}) \div (\# \text{ of } \underline{\text{closed items}} \text{ with Ameritech caused missed due dates due to lack of facilities})$	Reported for CLEC all CLECs <u>and Ameritech</u> for UNEs contained in the UNE price schedule.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 58	

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62. Measurement	
Average Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed <u>items</u>	
Exclusions:	
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Excludes UNE Combos captured in the POTS or Specials measurements.• Excludes orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. (<u>See Benchmark Measure #58</u>)	
Calculation:	Report Structure:
$\frac{\sum(\text{Completion date} - \text{committed UNE})}{\div (\# \text{ of } \underline{\text{closed items}} \text{ with Ameritech caused missed due dates})}$	Reported for CLEC all CLECs <u>and Ameritech.</u>
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
See Measurement No. 58	

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63. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percentage of <u>items</u> where installation was completed greater than 30 days following the due date, excluding customer caused misses.	
Exclusions:	
Specials and Interconnection Trunks	
Business Rules:	
See Measurement No. 58	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. (<u>See Benchmark Measure #58</u>)	
Calculation:	Report Structure:
(Count of UNEs completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of total <u>items</u>) * 100	Reported for CLEC and all CLECs <u>and Ameritech</u> .
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

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64. Measurement	
Count of Orders Canceled After the Due Date Which Were Caused by Ameritech – UNE – Provisioning	
Definition:	
A count of the total number of orders that were canceled after the order became due. Only orders canceled with Ameritech missed codes are included.	
Exclusions:	
<u>Customer delayed orders</u>	
Business Rules:	
Orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. <ul style="list-style-type: none">• The count will be divided into 1-30, 31-90 and > 90.	
Calculation:	Report Structure:
The count of orders cancelled where Cancel Date is > Due Date	Reported for individual CLECs and the aggregate of all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. No benchmark required.	

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Maintenance

65. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes Non-measured reports (CPE, Interexchange, and Information reports). • 	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. <u>(See Benchmark Measure #58)</u>	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58	

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66. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percentage of trouble reports not cleared by the commitment time for Ameritech reasons.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes all UNE Combos other than 8db loops with test access. • Excludes Non-measured reports (CPE, Interexchange, and Information reports). 	
Business Rules:	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
“POTS type” loops (2-Wire Analog 8dB Loop) with test access.	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech POTS <u>Residence and business</u> combined.	

67. Measurement
Mean Time To Restore
Definition:

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Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
See Measurement No. 65	
Business Rules:	
The start time is when the report is received. The time the stop time is when the report is cleared in WFA.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. Also disaggregated by Dispatch/No Dispatch.	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58.	

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68. Measurement	
Percent Out Of Service (OOS) < “X” Hours	
Definition:	
Percentage of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
See Measurement No. 65	
Business Rules:	
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.	
Levels of Disaggregation:	
By “POTS like” loop (2-Wire Analog 8dB Loop) with test access.	
Calculation:	Report Structure:
(Count of UNE OOS trouble reports < 24 hours ÷ total number of UNE OOS trouble reports) * 100	Reported for CLEC, <u>all</u> CLECs and Ameritech.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech POTS Business and Residence combined.	

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69. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • • <u>Specials and Interconnection Trunks</u> • <u>Excludes Non-measured reports (CPE, Interexchange, and Information reports).</u> 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties. <u>(See Benchmark Measure #58)</u>	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58	

INTERCONNECTION TRUNKS

70. Measurement:	
Percentage of Trunk Blockage	
Definition:	
Percentage of calls blocked on outgoing traffic from Ameritech end office to CLEC end office and from Ameritech tandem to CLEC end office.	
Exclusions:	
None	
Business Rules:	
<p>Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.</p> <p>No penalties or liquidated damages apply:</p> <ul style="list-style-type: none">• If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.• Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks.• If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Ameritech or in the timeframe specified in the ICA.• If CLEC fails to provide a forecast.• If CLEC's actual trunk usage, as shown by Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. <p>The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p> <p><u>This measure refers to "intraLATA" traffic only.</u></p>	
Levels of Disaggregation:	
<ul style="list-style-type: none">• The Ameritech end office to CLEC end office, and Ameritech tandem to CLEC end office trunk blockage will be reported separately.•	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs and Ameritech.

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Measurement Type:
Tier-1 High
Tier-2 High
Benchmark:
Dedicated Trunk Groups not to exceed blocking standard of B.01.

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71. Measurement:	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
No data is collected on weekends	
Business Rules:	
Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC.•	
Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Measurement Type:	
Tier-1 None Tier-2 High	
Benchmark:	
PUC Subst. R. 23.61(e)(5)(A) or parity, whichever is greater.	

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72. Measurement	
Distribution Of Common Transport Trunk Groups > 2%.	
Definition:	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 71	
Levels of Disaggregation:	
By Market Region.	
Calculation:	Report Structure:
The number of trunk groups exceeding 2% will be shown in histogram form based on the levels of blocking	Reported on local common transport trunk groups.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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73. Measurement	
Percentage Missed Due Dates – Interconnection Trunks	
Definition:	
Percentage of trunk order due dates missed on interconnection trunks.	
Exclusions:	
Customer Caused Misses	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.	
Levels of Disaggregation:	
By Market Region.	
Calculation:	Report Structure:
(Count trunk circuits missed ÷ total trunk circuits <u>installed</u>) * 100	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech interconnection trunks.	

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74. Measurement	
Average Delay Days For Missed Due Dates – Interconnection Trunks	
Definition:	
Average calendar days from due date to completion date on company missed interconnection trunk orders.	
Exclusions:	
Customer Caused Misses	
Business Rules:	
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<u>None</u>	
Calculation:	Report Structure:
Σ (Completion date – committed circuit due date) ÷ (# of completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs and Ameritech
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity <u>with Ameritech Interconnection Trunks</u>	

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75. Measurement:	
Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	
Definition:	
Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 days following the due date.	
Exclusions:	
None Excludes Customer Caused Misses.	
Business Rules:	
See Measurement No. 74	
Levels of Disaggregation:	
<u>None</u>	
Calculation:	Report Structure:
(Count interconnection trunk circuits completed greater than 30 days following the due date <u>caused by Ameritech</u> , ÷ total number of <u>installed</u> interconnection trunk circuits) * 100.	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier-1 Low Tier-2 None	
Benchmark:	
No more than 2% interconnection trunk orders completed > 30 days.	

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76. Measurement	
Average Trunk Restoration Interval – Interconnection Trunks	
Definition:	
Average time to repair interconnection trunks. This measure is based on calendar days.	
Exclusions:	
Excludes non-measured tickets (CPE, Interexchange, or Information).	
Business Rules:	
The source is WFA (Work Force Administration) and is at an item or circuit level.	
Levels of Disaggregation:	
<u>None</u>	
Calculation:	Report Structure:
Total trunk outage duration ÷ total trunk trouble reports	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

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77. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service affecting trunk groups.	
Exclusions:	
None	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Ameritech.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• Tandem trunk groups.• Non-Tandem trunk groups.•	
Calculation:	Report Structure:
Total <u>service affecting</u> trunk group outage time / total <u>service affecting</u> trunk group trouble reports	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

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78. Measurement:	
Average Interconnection Trunk Installation Interval	
Definition:	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
Exclusions:	
None	
Business Rules:	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.	
Levels of Disaggregation:	
Interconnection Trunks, SS7 links, OS/DA and 911 trunks.	
Calculation:	Report Structure:
$\Sigma(\text{completion date of the trunk order} - \text{receipt of complete and accurate ASR}) \div \text{total installed trunk orders}$	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
20 Business days.	

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DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

79. Measurement	
Directory Assistance Grade Of Service	
Definition:	
Percentage of directory assistance calls answered	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the above bands to determine the percentage of calls that were answered within “x” seconds.	
Levels of Disaggregation:	
< 1.5, < 2.5, > 7.5, > 10.0, > 15.0 , > 20.0, and > 25.0 seconds.	
Calculation:	Report Structure:
Calls answered within “x” seconds ÷ total calls answered	Reported for the aggregate of Ameritech and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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80. Measurement	
Directory Assistance Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for the aggregate of Ameritech and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
PUC Subst. Rule 23.61.e (3)(A)(iii). <u>Per SWBT, the current PUC benchmark is 5.9 seconds.</u>	

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81. Measurement	
Operator Services Grade Of Service	
Definition:	
Percentage of operator services calls answered	
Exclusions:	
< 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds.	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the above bands to determine the percentage of calls that were answered within “x” seconds.	
Levels of Disaggregation:	
< 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds	
Calculation:	Report Structure:
Calls answered within “x” seconds ÷ total calls answered	Reported for the aggregate of Ameritech and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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82. Measurement	
Operator Services Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
Total queue time ÷ total calls answered.	Reported for the aggregate of Ameritech and CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
PUC Subst. Rule 23.61.e (3)(A)(1). <u>Per SWBT, the PUC benchmark is 3.3 seconds.</u>	

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83. Measurement	
Percentage of Calls Abandoned	
Definition:	
The percentage of calls where the customer hangs up while the call is in queue.	
Exclusions:	
Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of calls abandoned ÷ number of operator positions available) * 100	Reported <u>in the aggregate of Ameritech and CLECs</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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84. Measurement	
Percentage of Calls Deflected	
Definition:	
The percentage of calls that are received and are unable to be placed in queue	
Exclusions:	
Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24 hour cycle starting at 6:00a.m. and ending at 6:00a.m. This measurement determines the amount of calls that are received and deflected to a recording rather than being placed in queue against the number of operator positions available during the reporting period in quarter hour intervals.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of calls deflected ÷ number of operator positions available) * 100	Reported <u>in the aggregate of Ameritech and CLECs</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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85. Measurement	
Average Work Time	
Definition:	
The average number of seconds an operator spends handling a customer's request for assistance in obtaining a telephone number, placing a call at the customer's request or in a position busy state.	
Exclusions:	
Ameritech generated test calls.	
Business Rules:	
The clock starts when a customer connects to an operator position and stops when the operator position releases the customer after serving his/her request.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
Σ (Time operator position releases customer – time customer connects to an operator position) ÷ calls <u>answered</u>	Reported <u>in the aggregate of Ameritech and CLECs</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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86. Measurement	
Non-Call Busy Work Volumes	
Definition:	
The amount of time in that an operator has placed their position in make busy or in a position busy state.	
Exclusions:	
<ul style="list-style-type: none"> Ameritech generated test calls. When an operator is talking to a customer and places the position in a busy state to gather information is excluded from this measurement. 	
Business Rules:	
The clock starts when the operator's last customer hangs up (position is placed in busy state) and the clock stops when a call is answered (position is removed from busy state).	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
Σ (Time operator placed position in busy state - time operator removed position from busy state)	Reported <u>in the aggregate of Ameritech and CLECs</u>
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

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INTERIM NUMBER PORTABILITY (INP)

87. Measurement	
Percentage Installation Completed Within “X” (3, 7, 10) Days	
Definition:	
Percentage of installations completed within “x” (3, 7, 10) business days.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses. • Excludes customer requested due dates greater than “x” (3, 7, 10) business days. • Excludes Weekends and Holidays. 	
Business Rules:	
— The Application Date is the day that the customer initiated the service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The orders are flagged as INP by USOC codes on the order.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • 1-10 numbers • 11-20 numbers • >20 	
Calculation:	Report Structure:
Total INP orders installed within “x” (3, 7, 10) business days : total INP orders within “x” (3, 7, 10) business days.	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 — None Tier 2 — None	
Benchmark:	
90% within “X” business days <ul style="list-style-type: none"> • 1-10 numbers (3 days) • 11-20 numbers (7 days) • >20 (10 days) 	
Notes:	
<u>This measure is not technically feasible to implement as Ameritech does not offer INP.</u>	

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88. Measurement	
Average INP Installation Interval	
Definition:	
Average business days from application date to completion date for INP orders.	
Exclusions:	
Excludes customer requested due dates greater than the Ameritech standard interval.	
Business Rules:	
See Measurement No. 87	
Levels of Disaggregation:	
See Measurement No. 87	
Calculation:	Report Structure:
(Total business days from application to completion date for INP orders ÷ total INP orders) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 — Low Tier 2 — None	
Benchmark:	
For calculation of Tier 1 damages, see Measurement No. 87. The benchmark will be established during the 6 month review.	
Notes:	
<u>This measure is not technically feasible to implement as Ameritech does not offer INP.</u>	

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89. Measurement	
Percentage INP Only I Reports Within 30 Days	
Definition:	
Percentage of INP N, T, C orders that receive a network customer trouble report.	
Exclusions:	
<ul style="list-style-type: none"> Excludes customer provided equipment (CPE) or wiring within 30 calendar days of service order completion. Excludes subsequent reports and all disposition "13" reports (excludable reports), with the exception of 1316, unless the trouble report is taken prior to completion of the service order. 	
Business Rules:	
A trouble report is counted if it is mechanically flagged in LMOS as a trouble report that had a service completion within 30 days. The tickets are flagged as INP by matching the telephone number and order number against an order that is marked as INP based on the USOC codes on the order.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of INP N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total INP N, T, C orders (excludes trouble reports received on the due date)) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 — Medium Tier 2 — None	
Benchmark:	
Parity with Ameritech POTS NFW I reports within 30 days.	
Notes:	
<u>This measure is not technically feasible to implement as Ameritech does not offer INP.</u>	

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90. Measurement	
Percentage Missed Due Dates (INP Only)	
Definition:	
Percentage of INP N, T, and C orders where installations are not completed by the negotiated due date.	
Exclusions:	
Excludes customer caused misses.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity, which stops the clock.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of INP N, T, C orders with missed due dates excluding customer caused misses ÷ total number of INP N, T, C orders) *100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1—Medium Tier 2—None	
Benchmark:	
Parity with Ameritech POTS—NFW percent missed due dates.	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer <u>INP</u> .	

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LOCAL NUMBER PORTABILITY (LNP)

91. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
<ul style="list-style-type: none">• CLEC caused or requested delays.• NPAC caused delays unless caused by Ameritech.• <u>CLEC request Due Dates outside industry guidelines</u>	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: <ul style="list-style-type: none">• For Offices in which NXXs are previously opened – 3 Business Days.• New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: <ul style="list-style-type: none">• 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.• >30 TNs, including entire NXX: The due dates are negotiated.	
Levels of Disaggregation:	
NXXs previously opened (<u>same as</u>) and NXX new ((<u>same as</u>) 1-30 TNs and greater than 30 TNs)	
Calculation:	Report Structure:
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

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92. Measurement:	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
<ul style="list-style-type: none"> • <u>CLEC</u> caused or requested delays. • NPAC caused delays unless caused by Ameritech. • Cases where Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of Ameritech's release request. In these cases, Ameritech may have to re-work to release the TN so it can be ported to meet the due date. 	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

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93. Measurement:	
Percentage of Customer Account Restructured Prior to LNP Due Date	
Definition:	
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 91 <ul style="list-style-type: none"> • <u>This measure is for partial LNPs only</u> • <u>The definition of “prior to” is calendar days</u> 	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported for CLEC and all CLECs.
Measurement Type	
Tier 1 – Low Tier 2 – None	
Benchmark:	
96.5%	

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94. Measurement:	
Percentage FOCs Received Within “X” Hours	
Definition:	
Percentage of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to CLEC.	
Exclusions:	
<ul style="list-style-type: none"> • Rejected orders. • Ameritech only Disconnect orders. • Orders involving major projects. 	
Business Rules:	
See Business Rule for <u>Measure 5</u>	
Levels of Disaggregation:	
Manually submitted: <ul style="list-style-type: none"> • Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours • LNP with Loop (1-19 Loops) < 24 Clock Hours • Simple Residence and Business LNP Only (20+ <u>lines</u>) < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours Electronically submitted via EDI: <ul style="list-style-type: none"> • Simple Residence and Business LNP Only (1-19 Lines) < 5 Business Hours • LNP with Loop (1-19 Loops) < 5 Business Hours • Simple Residence and Business LNP Only (20+ lines < 48 Clock Hours • LNP with Loop (20+ Loops) < 48 Clock Hours • LNP Complex Business (1-19 Lines) < 24 Clock Hours • LNP Complex Business (20-50 Lines) < 48 Clock Hours • LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours 	
Calculation:	Report Structure:
(# FOCs returned within “x” hours ÷ total FOCs sent) * 100	Reported for CLEC and all CLECs
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
95%	

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95. Measurement:	
Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes.	
Definition:	
Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC caused errors in the order.	
Exclusions:	
None	
Business Rules:	
For each non-mechanized order, the start time is the receipt date/time of non-mechanized order and the end time is the transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours. Obtain cumulative total for all non-mechanized LNP <u>and</u> LNP with Loop orders for the month. Ameritech will track the performance for this measurement until its EDI interfaces are tested and approved as satisfactory by the Commission. Subsequent to the above finding, a CLEC that continues to use manual process should track the performance delivered by Ameritech and report to Ameritech any sub-standard performance. The CLEC has the burden to prove any dispute regarding sub-standard performance.	
Levels of Disaggregation:	
LNP only and LNP with Loop	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Date \& Time of LNP Order reject} - \text{Date and Time LNP Order reject})}{\div \text{Total Number of non-mechanized LNP Orders Rejected}}$	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
5 Business Hours.	

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96. Measurement:	
Percentage Pre-mature Disconnects for LNP Orders	
Definition:	
Percentage of LNP cutovers where Ameritech prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.	
Exclusions:	
Coordinated Conversions	
Business Rules:	
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 <u>or more</u> minutes before scheduled conversion time). <u>This measure is based on a strict comparison between scheduled start time and actual start time.</u>	
Levels of Disaggregation:	
LNP only and LNP with Loop.	
Calculation:	Report Structure:
Count of premature disconnects ÷ total LNP conversions * 100	Reported by CLEC and all CLECs
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
2% or Less premature disconnects starting 10 minutes before scheduled due time.	

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97. Measurement:	
Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	
Definition:	
Percentage of time Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.	
Exclusions:	
Where not technically feasible.	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
LNP only, and LNP with Loop.	
Calculation:	Report Structure:
(Count of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100.	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
96.5%	

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98. Measurement:	
Percentage LNP I-Reports in 10 Days	
Definition:	
Percentage of LNP Orders that receive a network customer trouble report within 10 calendar days of service order completion. <u>Per the 10/28/99 Texas user guide release, Percentage of LNP and LNP with Loop Orders that receive a LNP related network customer trouble report within 10 calendar days of service order completion.</u>	
Exclusions:	
<ul style="list-style-type: none"> Excluding subsequent reports and all disposition code “13” reports (excludable reports) with the exception of 1316 unless the trouble report is taken prior to completion of the service order. Trouble reports caused by CPE or inside wiring. 	
Business Rules:	
<p>The Start time is the date/time of completion; and the End time is the date/time of receipt of trouble report. Count the number of LNP Orders for which the trouble report was received within 10 calendar days of completion.</p> <p><u>The reporting period is the month the trouble report is received. The order could have been completed in the prior month using our collection logic.</u></p> <p><u>The retail comparison for this measure is installations, not disconnects.</u></p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of LNP Orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total LNP Orders) * 100.	Reported for CLEC and all CLECs, and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail POTS – No Field Work.	

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99. Measurement:	
Average Delay Days for Ameritech Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
On time or early completions	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. <u>Retail comparison is installations, not disconnects.</u>	
Levels of Disaggregation:	
LNP Only	
Calculation:	Report Structure:
$\frac{\Sigma(\text{LNP Port Out Completion Date} - \text{LNP Order due date})}{\# \text{ total port out orders where there was a Ameritech caused missed due date}} \times 100$	Reported for CLEC and all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Retail POTS – No Field Work.	

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100. Measurement:	
Average Time of Out of Service for LNP Conversions	
Definition:	
Average time to facilitate the activation request in Ameritech's network.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC-caused errors. • NPAC-caused errors unless caused by Ameritech. • Large ports greater than 500 ports. 	
Business Rules:	
<p>The Start time is the Receipt of NPAC broadcast activation message in Ameritech's LSMS; and the End time is when the Provisioning event is done in Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period. <u>There is no difference between the denominator for this measure and the denominator in measure #101.</u></p>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\Sigma(\text{LNP start time} - \text{LNP stop time})}{\div \# \text{ total LNP activated messages}}$	<p>Reported for CLEC and all CLECs. <u>Reported on a regional basis</u></p>
Measurement Type:	
<p>Tier 1 – High Tier 2 – High</p>	
Benchmark:	
<p>60 Minutes unless a different industry guideline is established that will override the benchmark referenced here.</p>	
Notes:	

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- The time to provision is calculated to be the time from the NPAC activate broadcast is received until the successful porting into the network element. The SWBT developed script recognizes a successful porting when the provisioning message reaches an error-free completed status in LSMS.
- SWBT does not provision to SCPs. All of SWBT's live ports, starting with the first MSA, were provisioned to STPs. This is how LSMS knows when the number is ported from SCP.
- The SWBT script is not in LSMS. It is a script that queries the LSMS database.
- SWBT is developing a front end GUI that will present to the LNPC a list of exclusion candidates. Candidates for exclusion are those porting episodes that took longer than 15 minutes to provision into the SWBT network. The LNPC will mark those TNs that should be excluded and will be required to indicate the reason for exclusion. The output of this exclusion marking will be married into the entire porting episode file in order to generate the performance measurement.
- The reason codes are under development.
- (Revised 9-2-99) SWBT is developing an exclusion screen (via ETQ/IS) that will present to the LNPC a list of exclusion candidates. Candidates for exclusion are those porting episodes that took longer than 15 minutes to provision into the SWBT network. The LNPC will manually mark the TNs that should be excluded. They will be required to provide a reason for the exclusion and input comments/notes to substantiate the exclusion. The end results will be married

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101. Measurement:	
Percent Out of Service < 60 minutes	
Definition:	
The Number of LNP related conversions where the time required to facilitate the activation of the port in Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.	
Exclusions:	
<ul style="list-style-type: none"> • CLEC-caused errors. • NPAC-caused errors unless caused by Ameritech. • Large ports greater than 500 ports. 	
Business Rules:	
The Start time is the Time that an "activate NPAC" broadcast is received in Ameritech's LSMS. The End time is the Time the provisioning event is complete in Ameritech's LSMS. Count the number of conversions that took place in less than 60 minutes. <u>There is no difference between the denominator for this measure and the denominator in measure #100.</u>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of activation events provisioned in less than 60minutes) ÷ (total LNP provisioning events) * 100.	Reported for CLEC and all CLECs. <u>Reported on a regional basis</u>
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
96.5%	
Notes:	

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- SWBT is developing a front end GUI that will present to the LNPC a list of exclusion candidates. Candidates for exclusion are those porting episodes that took longer than 15 minutes to provision into the SWBT network. The LNPC will mark those TNs that should be excluded and will be required to indicate the reason for exclusion. The output of this exclusion marking will be married into the entire porting episode file in order to generate the performance measurement.
- The reason codes are under development.
- (Revised 9-2-99) SWBT is developing an exclusion screen (via ETQ/IS) that will present to the LNPC a list of exclusion candidates. Candidates for exclusion are those porting episodes that took longer than 15 minutes to provision into the SWBT network. The LNPC will manually mark the TNs that should be excluded. They will be required to provide a reason for the exclusion and input comments/notes to substantiate the exclusion. The end results will be married

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911

102. Measurement	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that Ameritech installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date and time error detected} - \text{date and time error cleared}) \div \text{total number of errors}$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

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103. Measurement	
Percent Accuracy for 911 Database Updates	
Definition:	
The percentage of 911 records that were updated by Ameritech in error.	
Exclusions:	
CLEC caused errors.	
Business Rules:	
The data required to calculate this measurement will be provided by the CLEC based on the compare file. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of Ameritech caused update errors ÷ Total number of updates) * 100	<u>Reported for</u> CLEC, All CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

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104. Measurement	
Average Time Required to Update 911 Database (Facility Based Providers)	
Definition:	
The average time it takes to update the 911 database file.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Date and time data processing begins - date and time data processing ends}) \div \text{total number of files}$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

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POLES, CONDUIT AND RIGHTS OF WAY

105. Measurement	
Percentage of requests processed within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within 35 days.	

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106. Measurement	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Date request returned to CLEC} - \text{date request received from CLEC})}{\text{total number of requests}}$	Reported for individual CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 105. Benchmark will be established during the 6 month review.	

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COLLOCATION

107. Measurement	
Percentage Missed Collocation Due Dates	
Definition:	
The percentage of Ameritech caused missed due dates for collocation projects.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when Ameritech receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation cage is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none">• CLEC return to Ameritech corrected and complete floor plan drawings.• CLEC placement of required component(s). <p>If the business rules and tariff are inconsistent, the terms of the tariff will apply.</p>	
Levels of Disaggregation:	
Physical, virtual, and additions. (Cageless will also be reported for state purposes per Fioretti.)	
Calculation:	Report Structure:
(count of number of Ameritech caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

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108. Measurement	
Average Delay Days for Ameritech Missed Due Dates	
Definition:	
The average delay days caused by Ameritech to complete collocation facilities.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 107	
Levels of Disaggregation:	
Physical, virtual, and additions	
Calculation:	Report Structure:
$\Sigma(\text{Date collocation work completed} - \text{collocation due date}) \div \text{total number of Ameritech caused missed collocation projects}$	Reported for individual CLEC and all CLECs by active and non-active as defined in the tariff
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
10% of the tariffed intervals.	

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109. Measurement	
Percent of Requests Processed Within the Tariffed Timelines	
Definition:	
The percent of requests for collocation facilities processed within the Tariffed timelines.	
Exclusions:	
Excludes Weekends & Holidays.	
Business Rules:	
The clock starts when Ameritech (ICSC) receives the application. The clock stops when Ameritech responds back to the application request with a quote.	
Levels of Disaggregation:	
Physical, virtual, and additions.	
Calculation:	Report Structure:
(count of number of requests processed within the tariff timeline ÷ total number of requests) * 100	Reported for individual CLEC and all CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within the tariff timeline	

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DIRECTORY ASSISTANCE DATABASE

110. Measurement	
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
Definition:	
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95% updated within 72 hours.	

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111. Measurement	
Average Update Interval for DA Database for Facility Based CLECs	
Definition:	
The average update interval for DA database changes for facility based CLECs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. No. 110	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\frac{\sum (8:00 \text{ a.m. of the day following the input into the LSS database} - \text{Time update received from CLEC})}{\text{total updates}}$	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
48 Hours. This benchmark will be re-evaluated in 6 months.	

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112. Measurement	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by Ameritech in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 110	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of Ameritech caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

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113. Measurement	
Percentage of Electronic Updates that Flow Through the process Without Manual Intervention	
Definition:	
Percentage of from entry to distribution that progress through Ameritech ordering systems to.	
Exclusions:	
Rejected DSRs due to CLEC error.	
Business Rules:	
The number of, that flow through Ameritech's ordering systems and are passed to without manual intervention, divided by the total number of issued within the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of that flow through to ÷ Total DSRs) * 100	CLEC and All CLECs.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

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COORDINATED CONVERSIONS

114. Measurement	
Percentage of Premature Disconnects (Coordinated Cutovers)	
Definition:	
Percentage of coordinated cutovers where Ameritech prematurely disconnects the customer prior to the scheduled conversion.	
Exclusions:	
None	
Business Rules:	
A premature disconnect occurs any time Ameritech disconnects the CLEC customer prior to the CLEC being on line. <u>Per the 10/28/99 Texas user guide release, A premature disconnect occurs any time SWBT disconnects the CLEC customer prior to the CLEC authorization.</u>	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC and all CLECs disaggregated by LNP and LNP with UNE loop.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
2% or less premature disconnects starting 10 minutes before scheduled time.	

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115. Measurement	
Percentage of Ameritech caused delayed Coordinated Cutovers	
Definition:	
Percentage of Ameritech caused late coordinated cutovers in excess of “x” (30, 60 and 120) minutes.	
Exclusions:	
None	
Business Rules:	
A coordinated cutover is delayed if Ameritech is not ready within “x” (30, 60, and 120) minutes after the frame due time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of Ameritech caused late coordinated cutovers in excess of “x” (30, 60 and 120) minutes ÷ total coordinated cutovers) * 100	Reported by CLEC and all CLECs disaggregated by LNP and LNP with UNE loop.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
8% or less of SWB coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.	

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116. Measurement	
Percentage of Missed Mechanized INP Conversions	
Definition:	
Percentage of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after the scheduled due time.	
Exclusions:	
None	
Business Rules:	
The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 — Medium Tier 2 — None	
Benchmark:	
See Measurements No. 114 and No. 115	
Notes:	
<u>This measure is not technically feasible to implement as Ameritech does not offer INP.</u>	

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NXX

117. Measurement	
Percent NXXs loaded and tested prior to the effective date	
Definition:	
The percent of NXXs loaded and tested prior to the effective date.	
Exclusions:	
None	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the effective date.	
Levels of Disaggregation:	
By Market Region	
Calculation:	Report Structure:
(Count of NXXs loaded and tested by date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

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118. Measurement	
Average Delay Days for NXX Loading and Testing	
Definition:	
Average calendar days from due date to completion date on company missed NXX orders.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 117	
Levels of Disaggregation:	
By Market Region	
Calculation:	Report Structure:
$\Sigma(\text{Completion Date} - \text{date}) \div (\text{number of Ameritech caused late orders})$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

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119. Measurement	
Mean Time to Repair	
Definition:	
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
None	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
By Market Region.	
Calculation:	Report Structure:
$\Sigma(\text{Date and time trouble report is cleared with the customer} - \text{Date and time trouble report is received}) \div (\text{number of NXX trouble reports})$	Reported for CLEC, all CLECs and Ameritech.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

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BONA FIDE REQUEST PROCESS (BFRs)

120. Measurement	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide requests for processed within 30 business days.	
Exclusions:	
Excludes weekends and holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech completes application processing.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days.	

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121. Measurement	
Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	
Definition:	
Percentage of quotes provided in response to bona fide requests for within 30 business days.	
Exclusions:	
Excludes weekends and holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of number of requests processed within 45 days ÷ total number of requests) * 100	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
90% within 45 business days.	

PERFORMANCE MEASUREMENTS

Appendix One

Subsequent Due Date Indicator	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
Subscriber(customer) Reasons:	
SA	No Access
SL	Subscriber requests later date
SO	Subscriber – Other
SP	Subscriber requests earlier date
SR	Subscriber not ready
Company (SWBT) Reasons:	
CA	Assignment office
CB	Residence/Business office
CE	Back order / unavailability of equipment or supplies from vendors
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CO	Other company reasons
CS	Lack of Central Office facilities
CU	Uncontrollable circumstances

PERFORMANCE MEASUREMENTS

Appendix Two

Disposition Codes (SBC Only)
The following is a list of Excluded (13) disposition codes.
1301 Request for directories
1302 Reports received as a result of dual service
1303 Request for information revertive dialing codes – multiparty line (no longer applicable)
1304 CVAS Disconnect or hang up
1305 Request for information provided by another department – Business office, claims, etc.
1306 Request for Ameritech to locate buried facilities
1307 Request to lower or raise wire
1308 Report on phone number which is properly disconnected, unassigned or suspended with disconnect recording on line.
1309 Report on feature customer is not being billed for
1310 Request to verify busy condition of line
1311 Report of non-Ameritech plant or facilities
1313 Reports due to incorrect network administration records
1314 Request that Ameritech ground be connected to electric company ground
1316 Report on service order activity prior to midnight of completion date
1317 Report on incorrect number; Regenerate report on correct number
1320 Request from Business Office
1321 Customer unable to reach business office
1322 Request from vendor for testing
1323 Changes in network structure (i.e. 10 digit dialing)
1324 Miscellaneous (Commendations, callback request for information only)
1335 Customer request service guarantee (tech gave credit)
1336 Customer request service guarantee (tech did not give credit)
1380 CNA Report Cancel by customer

PERFORMANCE MEASUREMENTS

Appendix Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

Tier 1:

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, Ameritech can miss two due dates and still be in compliance. In this case no damages would apply. If, three due dates out of 30, Ameritech would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the number of days that Ameritech misses the due date using the per occurrence values in the MOU, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. Ameritech will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, in the example above, if the three misses had missed days of 20, 10 and three, Ameritech would pay damages on 20 missed days.
4. The collocation measurement will be used in the determination of the “K” number of allowances. In addition, it may also be excluded as defined in the MOU in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the total days late for collocation projects.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Tier 2:

1. Assessments will be applicable, as described in the MOU, when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the Texas State Treasury.

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